



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

May 5, 2017

Ms. Linda Haugan, Assistant County Administrator
San Bernardino County Human Services System
385 N. Arrowhead Drive, 5th Floor
San Bernardino, CA 92415-0140

Dear Ms. Haugan:

This letter is to advise you that the Corrective Action Plan submitted by Shelia Jackson on April 27, 2017, in response to the results of our August 2015 Civil Rights Compliance Review is approved.

There were two action items with a completion date listed within 30 days. Please provide a follow-up response by May 26, 2017 and let us know if these items have been corrected.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Claudia Cabrera at (916) 654-1047. You may also contact her by e-mail at claudia.cabrera@dss.ca.gov.

Sincerely,

Original signed by Tiffany Marsh

TIFFANY MARSH, Acting Manager
Civil Rights Unit
Welfare to Work Division

c: Shelia Jackson, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenbergl
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty



Human Services Program Integrity Division

April 26, 2017

California Department of Social Services
Civil Rights Bureau
744 P ST., MS 8-16-70
Sacramento, CA 95814

Re: 2015 Civil Rights Compliance Review Report

Dear Mr. Tashima:

Enclosed is the San Bernardino County response to the findings identified in the California Department of Social Services (CDSS) 2015 Civil Rights Compliance Review Report dated January 26, 2016. The review was conducted August 2015, and resulted in 2 findings.

Although I am confident the corrective action was completed, being new to the position; I am unable to locate documentation of the compliance. I have asked the facilities management to work with the building owners to reassess the findings and take action accordingly.

Facility Location: 1811 W. Lugonia, Redlands, CA 92374

Facility Element	Findings	Corrective Action Required	Target Completion Date
Men's Restroom	Door pressure too high at 6 lbs.	The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg. 224	All actions will be completed within 30 days
Women's Restroom	Door pressure too high at 10 lbs.	The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg. 224	All actions will be completed within 30 days

Facility Location: 1175 W. Foothill Blvd., Rialto CA 92376

Facility Element	Findings	Corrective Action Required	Target Completion Date
Men's Restroom	Door pressure too high at 9 lbs.	The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg. 224	All actions will be completed by 5/1/2017
Women's Restroom	Door pressure too high at 11 lbs.	The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg. 224	All actions will be completed by 5/1/2017

San Bernardino County Human Services remains committed to providing excellence in the area of Civil Rights. Feel free to contact me if you have any questions.

Sincerely,

Shelia Jackson

Shelia Jackson
Civil Rights Coordinator
(909) 252-4377